

Amendments to the Claims

The following listing of claims will replace all prior versions, and listings, of claims in the application:

- 1. (Currently Amended)** A method of providing automated reservations ~~via an automated interactive voice response system~~, comprising the steps of: interacting with a user via an automated interactive voice response system; authenticating [[a]] said user utilizing one or more forms of ~~caller provided~~ identification data provided by said user to said automated interactive voice response system to access an awards account; acquiring itinerary data from said user; querying an itinerary database with said itinerary data; providing to said user a plurality of itineraries; allowing [[a]] said user to select an itinerary from said plurality of itineraries; querying an awards database to determine if said user has sufficient awards in said awards account for said selected itinerary; and acquiring payment information from said user for said selected itinerary.
- 2. (Previously presented)** A method of providing automated reservations according to claim 1, further including the step of: confirming said selected itinerary.
- 3. (Previously presented)** A method of providing automated reservations according to claim 1, further including the steps of: placing said selected itinerary on hold; and providing said user a reference number indicative of said itinerary.
- 4. (Currently Amended)** A method of providing automated reservations according to

claim 1 wherein said user interacts with said automated [reservations] interactive voice response system utilizing vocal responses.

5. **(Previously presented)** A method of providing automated reservations according to claim 1, further including the step of: assigning seats to said user for said selected itinerary.

6. **(Previously presented)** A method of providing automated reservations according to claim 1, wherein said user is transferred to an operator upon request.

7. **(Previously presented)** A method of providing automated reservations according to claim 1, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

8. **(Previously presented)** A method of providing automated reservations according to claim 1, wherein said identification data is biometric data.

9. **(Previously presented)** A method of providing automated reservations according to claim 8, wherein said identification data is voice data.

10. **(Previously presented)** A method of providing automated reservations according to claim 1, wherein said identification data is at least one of the group consisting of a user's

name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

11. **(Previously presented)** A method of providing automated reservations according to claim 1, wherein said awards database is a look-up table.

12. **(New)** A method of providing automated reservations comprising the steps of:
interacting with a user via an automated interactive voice response system;
authenticating a user utilizing one or more forms of identification data provided by said user to said automated interactive voice response system;
utilizing said identification to access an awards account;
acquiring itinerary data from said user;
querying an itinerary database with said itinerary data;
providing to said user one or more itineraries;
prompting said user to select an itinerary from said plurality of itineraries;
querying an awards database to determine if said user has sufficient awards in said awards account for said selected itinerary; and
prompting said user to ticket or hold said selected itinerary.

13. **(New)** A method of providing automated reservations according to claim 12, further including the step of: confirming said selected itinerary.

14. **(New)** A method of providing automated reservations according to claim 12,

further including the steps of: placing said selected itinerary on hold; and providing said user a reference number indicative of said itinerary.

15. (New) A method of providing automated reservations according to claim 12 wherein said user interacts with said automated interactive voice response system system utilizing vocal responses.

16. (New) A method of providing automated reservations according to claim 12, further including the step of: assigning seats to said user for said selected itinerary.

17. (New) A method of providing automated reservations according to claim 12, wherein said user is transferred to an operator upon request.

18. (New) A method of providing automated reservations according to claim 12, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

19. (New) A method of providing automated reservations according to claim 12, wherein said identification data is biometric data.

20. (New) A method of providing automated reservations according to claim 19, wherein said identification data is voice data.

21. (New) A method of providing automated reservations according to claim 12, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

22. (New) A method of providing automated reservations according to claim 12, wherein said awards database is a look-up table.